DEPARTMENT OF THE ARMY
HEADQUARTERS, NORTH ATLANTIC REGIONAL MEDICAL COMMAND
6900 Georgia Avenue N.W.
Washington, DC 20307-5001

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Medical Services
TELEMEDICINE ASK A DOC – TECHNICAL GUIDANCE

1. History
This is a new North Atlantic Regional Medical Command (NARMC) pamphlet.

2. Applicability
This pamphlet pertains to personnel for all activities supported by the NARMC for email consultations.

3. Purpose
ASK A DOC is intended to facilitate easy contact between Walter Reed Army Medical Center (WRAMC) providers and their counterparts throughout the NARMC and other supported commands. ASK A DOC will provide a positive relationship between WRAMC's and NARMC's health care providers, strengthen the referral process into WRAMC and decrease inappropriate consults.

4. References
Telemedicine Policy memorandum dtd 15 Dec 1997.

5. Responsibilities
Responsible organizations of the program will include the offices from the NARMC and WRAMC.

   a. **North Atlantic Regional Medical Command Telemedicine Directorate will:**

      (1) Serve as the proponent for developing, deploying, and maintaining the ASK A DOC program.

      (2) Create ASK A DOC mail group and provide training to all WRAMC service chiefs or other designees.

      (3) Deploy and train Composite Health Care System (CHCS) administrators at the remote sites to include: Fort Bragg, Fort Drum, Fort Eustis, Fort Knox, Fort Lee, Fort Monmouth and West Point.

      (4) Provide updates and assistance as required.

   b. **North Atlantic Regional Medical Command Remote CHCS Sites**

      (1) A remote CHCS site is defined as any medical facility CHCS system not directly connected to Walter Reed Health Care System (WRHCS) CHCS system. Identified sites are: Fort Bragg, Fort Drum, Fort Eustis, Fort Knox, Fort Lee, Fort Monmouth, and West Point.

(2) Remote CHCS site administrator will establish ASK A DOC accounts using the following instructions:

(a) Create a mail group. **Select MAIL GROUP NAME:** with the name **"WR_ASK_A_******"**. The asterisks are used to denote that the entry will change according to the department/clinical services. Provided is a list of the services that have established groups on the WRAMC's CHCS system. Future mail groups will be added and will be provided via CHCS mail.

·(b) **Are you adding WR ASK A ********* as a new MAIL GROUP (the 1864th)?** The administrator will enter **"Y"** and return/enter.

(c) The **Organizer:** should be the system administrator for all groups.

(d) The **Type** will be **"Public"** for all groups.

(e) **Allow Self Enrollment?** will be **"NO".** Clinical service chiefs have the responsibility to ensure that members of WRAMC's have expertise. Only the service chief – or designated organizer -- should have the capability to add or delete group members.

(f) **Description:** The following generic description should be used for all groups, **"THIS GROUP WILL ALLOW YOU TO ASK QUESTIONS DIRECTED TO A WRAMC **********"** SPECIALIST.** Once again, the asterisk will be replaced with the clinical service name or the mail group name as identified in Enclosure 1.

(g) **Members:** should be the same as the organizer but can remain blank. Each facility can designate an individual to monitor or view all teleconsultations. Monitoring may be used for reporting purposes. Case manager(s) may be included as deemed appropriate. Case manager(s) will need to screen all cases before referral. All sites may not have this requirement.

(h) **Remote Members:** field will contain the mail address to WRAMC's CHCS ASK A DOC mail group. Enter **"WR_ASK_A_******@ NCACAA.MED.NAVY.MIL"**. Once again, the asterisk will be replaced with the clinical service name or the mail group name as listed at paragraph 5.e.

(i) **Authorized Senders:** will remain blank.

(j) **Remote Authorized Senders:** will remain blank.

(k) **Bulletin Devices:** will remain blank.

c. **The World Wide Web Laboratory:**
(2) maintain a database and provide analysis of consultative services at WRAMC.

d. **Undelivered Mail.** Messages will fail, but each consulting physician or representative should attempt to get that message to the user. Two methods have been identified:

(1) Try to send the message again.

(2) Send the message to the postmaster at your location.

e. **ASK A DOC Mailgroups. Complete** with a √ indicates the mail group and organizer have been assigned, established, and trained and has the capability to receive consults. **Complete** without a √ means the organizer needs to add other doctors and receive training in the procedures of maintaining a mail group.

Select MAIL GROUP NAME: ask a

CLINICAL NAME	COMPLETE
Allergist Immunologist	√
Anesthesiologist	√
Audiologist	√
Blood Banker	√
Cardiologist	√
Cardiothoracic Doc	√
Chaplain	√
Clinical Investigator	√
Community Health Nurse	√
Colorectal Surgeon	√
Critical Care Doc	√
Dentist	√
Dermatologist	√
Diagnostic Radiologist	√
Emergency Medical Doc	√
Endocrinologist	√
Ethicist	√
Gastroenterologist	√
General Internist	√
General Surgeon	√
Geneticist	√
Gulf War Doc	√
GYN Oncologist Doc	√
Hand Surgeon	√
Health Physics Doc	√
Hematologist	√
Infectious Disease	√
Nephrologist	√
CLINICAL NAME	**COMPLETE**
Neurologist Adult	√
Neurologist Child	√
Neuropsychologist	√
Neurosurgeon	√
Nuclear Medicine Doc	√
Nutritionist	√
OB GYN Doc	√
Occupational Health Doc	√
Occupational Therapist	√
Oncologist	√
Ophthalmologist	√

Optometrist √
Organ Transplant Doc √
Orthopaedic Surgeon √
Otolaryngologist √
Pain Management Doc √
Pathologist √
Pathologist Anatomic √
Pathologist Clinical √
Pediatrician √
Physical Med Rehab √
Physical Therapist √
Preventive Medicine √
Psychiatrist Adult √
Psychiatrist Child √
Psychologist √
Psychologist Child √
Psychologist Health √
Pulmonologist √
Radiation Oncologist √
Radiologist √
Reconstructive Surgeon √
Referral Service √
Respiratory Therapist √
Rheumatologist √
Social Worker √
Speech Pathologist √
Telemedicine √
Urologist √
Vascular Surgeon √
Veterinary Medicine √

The proponent agency of this publication is the office of the North Atlantic Regional Medical Command, Walter Reed Army Medical Center, Telemedicine Directorate. Users are invited to send suggestions and comments on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, Walter Reed Army Medical Center, ATTN: MCAT-CL-T, 6900 Georgia Avenue N.W., Washington, DC 20307-5001.

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